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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,383 Filed: 12/12/2001 Title: PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE Atty Docket: AUS920010830US1	: Before the Examiner: : Quynh H. Nguyen : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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NOTICE OF APPEAL from the Examiner to the Board of Patent Appeals and Interferences

Mail Stop AF
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Via Facsimile

Dear Sir:

Under 37 CFR 1.191, Applicants hereby appeal to the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner. Specifically, the Examiner's last decision, dated May 7, 2004, finally rejects claims 1-10 and 38-46. Applicants appeal the rejection of claims 1-10 and 38-46.

Respectfully submitted,

 6/17/2004

Amy J. Pattillo
Attorney for Applicants
Reg. No 46,983
(512) 402-9820

06/22/2004 SCARMICH 00000002 090447 10015383
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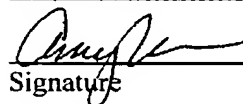
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I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 on June 17, 2004.

Amy Pattillo

 6/17/2004
Signature Date

TRANSMITTAL OF NOTICE OF APPEAL UNDER 37 CFR 1.191


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P.O. Box 1450
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Applicant hereby appeals from the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner.

Please charge the fee of \$330.00 for submission of this Notice of Appeal to IBM Corporation Deposit Account No. 09-0447.

The commissioner is hereby authorized to charge any additional fee which may be required or credit any overpayment to IBM Corporation Deposit Account No. 09-0447. A duplicate copy of this document is enclosed.

Respectfully submitted,

 6/17/2004
Amy J. Pattillo
Attorney for Applicants
Reg. No 46,983
(512) 402-9820

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Amy J. Pattillo
Patent Attorney
P.O Box 161327
AUSTIN, TEXAS 78716-1327
FAX # 512-402-9820

DATE: 6/17/2004

Number of Pages to Follow (including cover sheet): 5

SEND TO: United States Patent Office
Examiner: Quynh H Nguyen
Group Art Unit: 2642
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FROM: Amy J. Pattillo
Tel No: 512-402-9820

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Docket No. AUS920010830US1 Serial No. 10/015,383 Atty: AJPApplicant: BROWN ET AL

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Fees: Amendment _____ Notice of Appeal \$330.00 Appeal Brief _____ Other _____